

DISCHARGE LOUNGE ADMINISTRATION ASSISTANT Candidate Pack



Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read. Our goal is to make the application process more accessible and inclusive for everyone.

- This job involves helping doctors, nurses and other staff with paperwork and computer tasks.
- You will welcome patients and visitors to the ward and help with phone calls and messages.
- You will keep patient records up to date and make sure important documents are stored safely.
- You will help organise transport, appointments and tests for patients when asked.
- You will work closely with the ward team and may help in other areas if someone is off work.
- You will follow hospital rules and take part in training to improve your skills.

Job Description

Job title:	Discharge Lounge Administration Assistant
Grade:	2
Site:	The Shrewsbury and Telford Hospital Trust
Accountable to:	Ward Manager
DBS required:	Standard

Main Duties

Clerical Responsibilities

The postholder will be required to:

- Receive/welcome new patients onto the ward, checking particulars on their records and ensuring notes are in order. Ensure identity bracelets available for nursing staff. Compile sets of required blank documentation for emergency patients.
- Receive/welcome visitors onto the Ward and inform Sister/Charge Nurse or deputy of any query they may have.
- Answer the telephone, responding to questions or requests as appropriate.
- Request the services of allied healthcare professionals as requested by nursing staff (eg Phlebotomist/ECG Technician/Radiographers/Porters).
- Make outpatient referrals as requested by nursing staff.
- Notify Pathology of urgent blood specimens when requested by nursing staff.
- Request and collect (or deliver when requested) notes and x-rays from various departments.

- Order transport for patients as requested by nursing staff, completing appropriate paperwork.
- Ensure records are sent from the ward correctly compiled and completed following patient discharge.
- Report identified maintenance defects to engineers, completing appropriate paperwork.
- Distribute, sort and re-address mail.
- Ensuring demographics of admitted, transferred and discharged patients are updated electronically and manually. Ensure that Sema-helix demographics accurately reflect the ward bed state. Participate
- in training of staff on the use of Sema.
- Ensure ward register is up to date with patient admissions and discharges.
- Monitor ITU department email ensuring nurse-in-charge is made aware of any relevant communications relevant to team.
- Photocopy any necessary paperwork.
- Maintain a satisfactory stock of ward paperwork.
- Ensure the patient notes/documentation is stored in a safe manner, with records filed accurately within Trust guidelines.
- Liaise with ward teams to ensure the timely completion of death certificates ensuring appropriate documentation is forwarded to general office/bereavement service.
- To undertake any other clerical duties as designated by the Ward manager/Nurse-in-Charge

Professional Responsibilities

- Ensure that the delivery of all clerical details complies with departmental and Trust policies, procedures
- and guidelines.
- Ensure that any communications by self are perceived in a constructive and helpful manner.
- Ensure all relevant policies are adhered to at all times

Personal development

- To participate in the annual IPR process, ensuring that all agreed objectives are completed.
- To identify any shortfalls in personal ability and develop action plans to overcome these in conjunction with the Ward Manager.
- Ensure all mandatory training and any other relevant training as identified by the Ward Manager is completed

Liaison

- Liase with all members of the ward team regularly, ensuring admin and clerical support is offered freely.
- Liase with other members of the Trust team as required or directed in order to provide effective communications with all relevant stakeholders.
- Liase daily with ward clerks on other wards to ensure that ward clerk duties are completed each day throughout the Unit
- Demonstrate tasks and roles to relevant personnel as instructed.

Use of information

- To maintain and update PAS to support patient care.
- To be conversant in the use of electronic communication systems, personal computer systems, normal office equipment.

Person Specification

	Essential	Desirable
Qualifications	• Possess or be willing to undertake NVQ Level 2 and 3 in Business Administration • Basic computer experience and skills	• Qualification in word processing/IT skills
Experience		• Customer care experience
Knowledge and skills	• An understanding of the requirements of the role • Evidence of effective verbal – face to face/telephone, non-verbal, written communication skills • Demonstrate effective time management skills • Attention to detail • Able to work independently and within a multidisciplinary team	• Knowledge of hospital administration system

Other	• Evidence of good interpersonal skills • Ability to maintain a professional attitude at all times • Ability to work under pressure and meet workload demands	• Evidence of experience within the NHS at undergraduate or graduate level

General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health and safety

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

Infection prevention and control (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and

- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

Information governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.

Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional standards and performance review

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and

- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

Safeguarding children and vulnerable adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trust's Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

Social responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous improvement

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH

continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

